

**Department of Personnel Administration
Memorandum**

TO: Personnel Management Liaisons (PML)

SUBJECT: Pharmacy Benefit Management Program, Express Scripts, Inc	REFERENCE NUMBER: 2008-005
DATE ISSUED: 01/29/08	SUPERSEDES:

This memorandum should be forwarded to:

**Personnel Officers
Personnel Transactions Supervisors
Return-to-Work Coordinators
Health and Safety Officers**

FROM: Department of Personnel Administration
Benefits Division

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Express Scripts, Incorporated (ESI) is one of the nation's largest Pharmacy Benefit Management Programs (PBM) providing pharmacy benefits for millions of people nationwide through employers, managed-care plans, unions, and governmental agencies. ESI has a network of 57,000 pharmacies nationwide with 5,500 located in California.

ESI has been implemented as the PBM in all State Fund District Offices. The program has proven to be successful in eliminating manual processing of prescriptions and also in saving money.

ESI will be operational in all State Fund State Contract Offices according to the following schedule:

STATE CONTRACT OFFICE	TRAINING DATES	IMPLEMENTATION DATE
Sacramento	January 8-10, 2008	January 28, 2008
Rohnert Park	January 15-16, 2008	January 28, 2008
Eureka	January 24-25, 2008	January 28, 2008
Commerce	February 13-14, 2008	March 10, 2008
Riverside	February 19-20, 2008	March 10, 2008
Oxnard	February 26-27, 2008	March 10, 2008

Please read the following Questions and Answers about this program.

How does the process work?

The current process for authorizing pharmaceutical benefits involves claims adjusters providing telephone and/or written authorization for not only the initial fill, but also for any refills. With the

ESI PBM program, network pharmacies electronically submit their requests for authorization directly to ESI. The result is faster fills for the employee, faster payments to the pharmacies and fewer phone calls to the adjusters.

Injured employees no longer need to wait for the pharmacy to contact their adjuster for authorization. The injured worker simply presents their ESI ID card and the pharmacy obtains authorization and payment directly from ESI.

ESI helps injured employees by allowing them to have their prescriptions filled at one of the many participating pharmacies 24 hours per day, 7 days per week.

How does the employee get a card?

ESI mails an ID card and pamphlet to every injured worker for every new claim. If the card is lost, injured employees can call 1-888-201-5389 directly to obtain a replacement, they can also contact their adjuster.

How does the employee find a participating pharmacy?

A list of local participating pharmacies is included in the pamphlet ESI mails out with every new claim. Employees can access a list of network pharmacies on the *MEDfinder MPN: Find a Provider* located on the www.scif.com/StateContracts/Index.html web site. Employees can also call the ESI toll free number at 1-888-201-5389 or contact their adjuster.

What if a claim has not been set up?

ESI and State Fund have a joint risk program called the short fill program. Pharmacies can process a limited supply of medication until the claim is set up. The employee must identify his employer.

What if the employee is a member of Kaiser, or Kaiser is the employer's selected provider?

Employees can continue to receive their prescriptions at the Kaiser pharmacy.

Does ESI provide generic medication?

Yes, ESI will dispense generic medication unless specifically directed by the physician to dispense brand name medication.

If you have any further questions regarding this PML, please contact Tracy Caldwell at (916) 445-9760.

/s/Greg Beatty

Greg Beatty
Chief, Benefits Division